



FINANCIAL SERVICES TECHNICIAN I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform complex accounting clerical and customer service work in one of the following areas of assignment: accounting (i.e. accounts payable, accounts receivable, payroll, or general ledger), purchasing, tax and license, and utility billing/customer service.

Distinguishing Characteristics:

Financial Services Technician I

This is the entry class in the Financial Services Technician flex series. Employees in this class perform the more basic accounting clerical and customer service duties, while under close supervision learning to perform the full level of duties in the higher assignment area.

Financial Services Technician II

This is the journey level class in the flex series, and may be staffed through advancement from the Financial Services Technician I level once those employees are off probation, meet the minimum qualifications for the II level, and are performing the full range of responsibilities in their assignment area.

Supervision Received and Exercised:

Financial Services Technician I

Initially, close supervision is received but may transition to more general supervision as knowledge of job duties develops.

Financial Services Technician II

Receives general supervision.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

CITY OF TEMPE

Financial Services Technician I/II (continued)

- Process payments to vendors using the City's financial system; verify payment information submitted by departments; monitor purchases for compliance with laws and City policies.
- Reconcile bank accounts with financial system information.
- Process Citywide payroll and manual checks; reconcile timesheets to payroll system reports; reconcile payroll liabilities to the General Ledger; audit leave time to ensure adherence to the City's leave policy; administer the tuition reimbursement policy; assist with federal and state income tax reporting.
- Process and monitor accounts receivable to ensure timely and accurate payment; maintain accounts receivable files; calculate City property lease rates as necessary.
- Determine and input General Ledger entries; serve as central point of contact on monthly financial reports.
- Maintain fixed asset system; monitor purchases to ensure all items are added to fixed asset system, if necessary; review department documentation and enter new assets into system; process asset transfers.
- Review vendor invoices for correct pricing and authorized merchandise; ensure that purchases are in accordance with contract terms and conditions; approve vendor payments after verification; identify unauthorized product substitutions and take corrective actions with vendor and receiving department; calculate discounts.
- Maintain central contract and bid listings and other computer databases.
- Interact with customers on telephone and in-person; provide assistance to customers regarding utility billing questions; answer questions regarding City services, City code relating to utility services, and general City information; effectively manage time to accomplish multiple tasks within specified time frames.
- Process utility payments; make decisions regarding payment arrangements, bill adjustments, and small dollar write-offs; prepare written responses to customer inquiries; communicate effectively verbally and in writing; perform mathematical calculations.
- Apply customer service principles to review work for process improvements and make recommendations for increased efficiency in a team environment; make sound business decisions to proactively/reactively resolve problems.
- Cashiering: backup to main cashier, assist in prepare/process reports, operate and balance cash drawers, assist bank staff and customers in resolving issues; process and

CITY OF TEMPE

Financial Services Technician I/II (continued)

post utility batch payments, prepare cash and checks for deposit to financial institution daily.

- Assist business owners and the public with questions regarding sales tax licenses and specialty business licensing requirements, and sales tax and licensing enforcement and collections; reconcile monthly financial system reports with internal revenue reports; reconcile cash receipts; prepare cash deposits; balance monies received.
- Receive and process sales tax returns and payments; receive and process sales and use tax license applications and specialty business applications; review applications for completeness; research and resolve payment discrepancies with license holders.
- Respond to and resolve taxpayer, customer, and vendor inquiries and complaints.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Financial Services Technician I

Two years of clerical or customer service experience in an area appropriate to the assignment such as accounting, utility billing and customer service, tax and licensing, purchasing or other closely related field.

Financial Services Technician II

Three years of increasingly responsible clerical or customer service experience in an area appropriate to the assignment such as accounting, utility billing and customer service, tax and licensing, purchasing, or another closely related field.

Training:

Financial Services Technician I

Equivalent to the completion of the twelfth grade supplemented by training or coursework in bookkeeping, accounting, business, customer service or related field.

CITY OF TEMPE
Financial Services Technician I/II (continued)

Financial Services Technician II

Equivalent to the completion of the twelfth grade supplemented by training or coursework in bookkeeping, accounting, business, customer service or related field.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 1880 / 1881

Salary Range: 15 / 18

FLSA: Non-Exempt